

# PRABHA IAS IPS COACHING ACADEMY



## **Ayushman Sarathi**

The Government of India recently launched Ayushman Sarathi, the official Pradhan Mantri Jan Arogya Yojana (PM-JAY) WhatsApp chatbot.

It is a WhatsApp chatbot that will enable beneficiaries to access key services under the Ayushman Bharat Pradhan Mantri Jan Arogya Yojana (AB PM-JAY). The Chatbot is developed by the National Health Authority (NHA).

The chatbot is built on secure API-based integration with existing PM-JAY systems and is more than just an information bot. It is a functional tool that will deliver real-time information and perform services directly within the chat window.

It provides users with quick and convenient access to essential PM-JAY services anytime and anywhere, reducing the need for physical visits to healthcare facilities. This gives beneficiaries 24/7 access to Ayushman Bharat scheme services.

It lets users check their eligibility under PM-JAY, apply for and download their Ayushman Card, complete eKYC, link Aadhaar, lock or unlock their PM-JAY card, among other services.

As the Ayushman Bharat scheme offers Rs 5 lakh insurance to all elderly aged 70 and above, they can access their Ayushman Vaya Vandana Card, which is issued specifically to seniors, enabling them to avail of the scheme's benefits.

Users can also view their wallet balance and treatment history, locate nearby empanelled hospitals, register, track or withdraw grievances, request a callback, and submit feedback after hospital discharge.

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To access this digital assistance, beneficiaries need to start a conversation with the official PM-JAY WhatsApp Chatbot by sending the message 'Hi' to the number +91 72908 23838 or by scanning the designated QR code.

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